



## Customer Satisfaction Survey

### OFFICE OF ADMINISTRATIVE COURTS

633 17th Street, Suite 1300, Denver, CO 80202 (303) 866-2000

Please return completed surveys to the Survey Collection Box in our main reception area, by mail to the address above, or by fax to (303) 866-5909.

The Office of Administrative Courts consistently seeks to improve the performance of our judges and staff. By completing this evaluation form you will assist us in this effort.

The information you give us in this evaluation will not affect the outcome of your case. This information will not be disclosed to the judge by individual case number or case name and will not be discussed with the judge until after the judge has decided your case.

#### What type of case did you have?

- ☐ Worker's Compensation
- ☐ Department of Human Services
- ☐ Department of Health Care Policy and Financing or Medicaid
- ☐ Professional or occupational licensing
- ☐ Other (please describe \_\_\_\_\_)

#### Who was the judge?

\_\_\_\_\_  
**Where was the hearing?** (city; courtroom number; conference room number; county department of human services; other)  
\_\_\_\_\_

#### What was your outcome in the case?

- ☐ won                      ☐ won in part                      ☐ lost                      ☐ unknown

#### Please check the category that best describes you:

- ☐ Private party without an attorney
- ☐ Private party with an attorney
- ☐ An attorney representing a private party
- ☐ An attorney representing a government agency
- ☐ A non-attorney representing a government agency

How many hearings have you been involved in at the Office of Administrative Courts in the past 12 months? \_\_\_\_\_

Thank you for your responses!

#### I. HOW WOULD YOU RATE THE ADMINISTRATIVE LAW JUDGE? (circle one)

Was the judge adequately prepared for the hearing and familiar with your file?	Yes	No	No Opinion
Did the judge adequately explain the hearing procedures to participants who were not attorneys and, if necessary, to attorneys as well?	Yes	No	No Opinion
Did the judge provide adequate time for both sides to present their case?	Yes	No	No Opinion
Did the judge treat all participants with courtesy and respect?	Yes	No	No Opinion
Did the judge excessively interrupt the questioning of witnesses?	Yes	No	No Opinion
Did the judge control the hearing in a firm but fair manner?	Yes	No	No Opinion
Did the judge maintain a professional demeanor?	Yes	No	No Opinion
Did the judge demonstrate favoritism or bias towards either party?	Yes	No	No Opinion

Did the judge demonstrate knowledge of the applicable law?	Yes	No	No Opinion
Did the judge apply the rules of procedure and evidence appropriately?	Yes	No	No Opinion
Regardless of outcome, did you feel the process was fair?	Yes	No	No Opinion

## II. HOW WOULD YOU RATE THE ADMINISTRATIVE LAW JUDGE'S WRITTEN DECISION? (circle one)

Was the judge's decision clear and understandable?	Yes	No	No Opinion
Did the decision show that the judge understood the issues in the case?	Yes	No	No Opinion
Did the judge's decision address all of the legal and factual issues in the case?	Yes	No	No Opinion
Did the judge's decision use proper language and language that indicated impartiality?	Yes	No	No Opinion

## III. HOW WOULD YOU RATE THE OAC STAFF AND FACILITIES? (circle one)

Was the OAC's staff courteous and helpful in your dealings with them?	Yes	No	No Opinion
Were your questions answered promptly?	Yes	No	No Opinion
Was the OAC's website useful to you?	Yes	No	No Opinion
Was the OAC's "Non-Lawyers' Guide" helpful to you?	Yes	No	No Opinion
Was there sufficient space and equipment for the presentation of your case?	Yes	No	No Opinion
Was the hearing room free from distraction?	Yes	No	No Opinion

## IV. WRITTEN COMMENTS

What are the positive aspects of the judge's attitude and behavior toward all people in the courtroom, and what can this judge do to improve his or her attitude and behavior in the courtroom?
What are this judge's strengths in managing and handling the proceedings, and what can this judge do to improve his or her management and handling of proceedings?
Is there anything the Office of Administrative Courts can do to serve you better?
Do you have any additional comments?